

**FAYETTE COUNTY
2002 CLASS DESCRIPTION**

**CLASS TITLE: INFORMATION SYSTEM TECHNICIAN
CLASS CODE: 266**

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to provide technical support and problem solving assistance to County employees. The class is responsible for resolving problems on-site and by phone; diagnosing problems to determine software and hardware needs. Work is performed under the general supervision of the Assistant Information Systems Director.

ESSENTIAL TASKS

Set up, install, troubleshoot, and repair personal computers and peripheral equipment, laptops, and printers; run cable and install racks, patch panels, wall boxes and jacks; install operating systems and other software packages such as Microsoft Office, WordPerfect, ProComm, Anti-virus software, etc. Respond to system service requests; attend meetings for needs determination, provide recommendations for applications, develop applications as needed. Perform related work as required.

INVOLVEMENT WITH DATA, PEOPLE, AND THINGS

DATA INVOLVEMENT:

Gathers, organizes, analyzes, examines, or evaluates data or information and may prescribe action based on such data or information.

PEOPLE INVOLVEMENT:

Gives information, guidance, or assistance to people to directly facilitate task accomplishment; may give instructions or assignments to helpers or assistants.

INVOLVEMENT WITH THINGS:

Operates and repairs complex equipment that requires extensive training and experience such as personal computers, printers, servers, networking equipment, and other various audio visual and computer related equipment. Installs software and operating systems as required.

COGNITIVE REQUIREMENTS

REASONING REQUIREMENTS:

Performs skilled work involving rules/systems but solves problems almost constantly.

MATHEMATICAL REQUIREMENTS:

Perform addition, subtraction, multiplication, and division. Use mathematics involving the practical application of fractions, percentages, ratios and proportions or measurements.

INFORMATION SYSTEM TECHNICIAN

LANGUAGE REQUIREMENTS:

Read technical instructions, procedures manuals, and charts to solve practical problems; composes routine and specialized reports, forms, and business letters; speaks compound sentences using normal grammar and word form.

MENTAL REQUIREMENTS:

Perform technical tasks requiring a wide range of procedures and requiring intensive understanding of the Information Systems field; requires normal attention with extended periods of concentration for accurate results and extensive exposure to unusual pressure.

JUDGMENTS AND DECISIONS

JUDGMENTS AND DECISIONS:

Guides others making a few decisions, affecting the individual and a few coworkers.

VOCATIONAL/EDUCATIONAL AND EXPERIENCE PREPARATION

VOCATIONAL/EDUCATIONAL PREPARATION:

Requires Associate's degree, vocational technical degree, or specialized training equivalent to satisfactory completion of two years of college education with emphasis in Information Systems, or a closely related field.

SPECIAL CERTIFICATIONS AND LICENSES:

Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR);

Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment.

EXPERIENCE REQUIREMENTS:

Requires over one year and up to and including two years.

AMERICANS WITH DISABILITIES ACT REQUIREMENTS

PHYSICAL AND DEXTERITY REQUIREMENTS:

Requires medium to heavy work that involves walking, standing, stooping, lifting, pushing or raising objects, exerting between 20 to 50 pounds of force on a recurring basis and 50 to 100 pounds of force on an occasional basis.

ENVIRONMENTAL HAZARDS:

The job risks exposure to bright/dim light, dusts and pollen, extreme heat and/or cold, traffic, moving machinery, electrical shock, and heights.

INFORMATION SYSTEM TECHNICIAN

SENSORY REQUIREMENTS:

The job requires normal visual acuity and field of vision, hearing, speaking, color perception, and sense of smell.

ADA COMPLIANCE

Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

HIPAA COMPLIANCE

The Health Insurance Portability and Accountability Act of 1996 requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

DRUG AND ALCOHOL COMPLIANCE

In accordance of Fayette County's Substance Abuse Policy of 1996, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.